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CLP Launches Smart Energy Experience Centre to Help Customers Enjoy Smarter Service

Today's customers demand smart energy solutions to keep pace with fast-changing trends in technology. To meet those rising expectations, CLP Power Hong Kong Limited (CLP Power) has given its customer service centre in Yuen Long a major facelift to transform it into a **Smart Energy Experience Centre**. The company has also partnered with the Hong Kong Science and Technology Parks Corporation (HKSTP) to introduce smart home devices suitable for small flats in Hong Kong at the centre, using innovative technology developed by start-up companies in the HKSTP to promote smarter, greener, low-carbon lifestyles.

The initiatives come as demand rises for small flats in which smart home products and devices can provide stylish, automated solutions. To cater to the trend, the **Smart Energy Experience Centre** features a miniature home featuring smart home products and devices, including a smart home security system and a smart device which controls air conditioners and fans from a mobile app, introducing smart and low-carbon lifestyles to its customers.

"CLP Power has been serving Hong Kong over 115 years and we place great value on innovation and support the government's strategy to turn Hong Kong into a greener, smarter city. The **Smart Energy Experience Centre** showcases various interactive and new technologies, bringing our customers a brand new experience and providing them with professional advices on the use of smart products, as well as encouraging them to lead a green and low-carbon lifestyle," CLP Power Managing Director Mr Paul Poon said at the opening ceremony of the **Smart Energy Experience Centre**.

The collaboration with the HKSTP enables CLP Power to bring the smart home products and digital technologies of start-up companies of the HKSTP to its **Smart Energy Experience Centre**. These include the interactive digital display board which uses face and voice recognition to give customers a more personalised experience. The centre also serves as a platform to showcase the creativity and technological achievements of these start-ups.

"We hope to continue our collaboration with CLP Power so that together we can rise to the challenges of the digital era. We support CLP Power in transforming innovative ideas into business opportunities that fulfil changing market needs and

help transform Hong Kong into a smart city,” Hong Kong Science and Technology Parks Corporation Chairperson Mrs Fanny Law said.

The **Smart Energy Experience Centre** also offers smart solutions to help businesses optimise their operations and services. Innovations include a wireless door lock for hotels, laundries and retail businesses which reduces manpower requirements and offers customers greater convenience.

CLP Power plans to transform its customer service centres in other districts into **Smart Energy Experience Centre** in phases. It will continue to partner with the HKSTP and more start-ups to introduce more innovative smart home and business solutions as well as smart products and services, thus contributing to move Hong Kong towards a greener and smarter tomorrow.

About CLP Power Hong Kong Limited

CLP Power Hong Kong Limited ("CLP Power") is the Hong Kong utility subsidiary wholly owned by CLP Holdings Limited, a company listed on the Hong Kong Stock Exchange and one of the largest investor-owned power businesses in Asia. CLP Power operates a vertically integrated electricity supply business in Hong Kong, and provides a highly reliable supply of electricity and excellent customer services to 6 million people in its supply area.

Photo Captions:

Photo 1



CLP Power Managing Director Mr Paul Poon said at the opening ceremony of the **Smart Energy Experience Centre** that CLP Power values innovation and support government’s policies in developing Hong Kong into a smart city.

Photo 2



CLP Power Managing Director Mr Paul Poon (centre), Hong Kong Science and Technology Parks Corporation Chairperson Mrs Fanny Law (second left) and CLP Power Chief Corporate Development Officer Ms Quince Chong (second right) at the opening ceremony of the **Smart Energy Experience Centre**.

Photo 3



CLP Power Managing Director Mr Paul Poon (second right), Hong Kong Science and Technology Parks Corporation Chairperson Mrs Fanny Law (third left) and CLP Power Chief Corporate Development Officer Ms Quince Chong (second left) inspect smart home solutions for small flats at the **Smart Energy Experience Centre**.

Photo 4 & 5



CLP Power Managing Director Mr Paul Poon, Hong Kong Science and Technology Parks Corporation Chairperson Mrs Fanny Law and CLP Power Chief Corporate Development Officer Ms Quince Chong and guests inspect smart home products and business solutions at the new **Smart Energy Experience Centre**.

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